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Introduction to RealPlayer Plus 5.0

Welcome to RealPlayer™ Plus 5.0 by RealNetworks. RealPlayer Plus gives you quality "one-button" access to the news and entertainment that you want.

Using RealPlayer Plus, you can listen to and view thousands of hours of live and pre-recorded clips, including sporting events, live radio stations, news, music, and lectures. RealPlayer Plus allows you to quickly and easily preset your favorite channels, scan for new stations, and enhance your control by getting better audio and video quality.

If you have not already installed RealPlayer Plus, please do so now. The installation takes just a couple of minutes. Installation instructions start on page 4.

For more information, refer to our Web site: *http://www.real.com.*

About this Manual

This documentation provides instructions for the installation, operation, and customization of RealPlayer Plus. It assumes that you have a basic knowledge of your operating system and your World Wide Web browser, such as Netscape Navigator or Microsoft Internet Explorer.

Documentation Conventions

The following conventions are used in this manual:

Bold text indicates the names of commands you should select and buttons you should click.

Italic text indicates a URL (Internet address) you can access through your browser.

`Monotype` text indicates messages that appear on your computer screen.

SMALL CAPS text indicates a button on your keyboard.

Other Resources

For the latest information on our products, visit the RealNetworks' home page at:

http://www.real.com

Player Plus specific information, a technical knowledge base, a frequently asked questions list, and a technical library are available from the PlusZone at:

http://pluszone.real.com/

Please refer to the enclosed Technical Support Card for more information on contacting RealNetworks Technical Support.

RealPlayer Plus Components

In addition to RealPlayer Plus, several different special-purpose RealPlayer Plus components are installed on your computer. The components work with different elements within World Wide Web pages to deliver sound and video in a variety of ways. The RealPlayer Plus components are:

RealPlayer Plug-in	The Plug-in provides access to RealMedia programming and extends the audio and video capabilities of your Netscape Navigator browser 2.0 or later or Microsoft Internet Explorer browser 2.0 or later.
RealPlayer Plus Control for ActiveX	The RealPlayer Control provides access to RealMedia programming and extends the audio and video capabilities of your Microsoft Internet Explorer browser and other applications that support embedded ActiveX controls.
RealAudio Xtra for Shockwave	The RealAudio Xtra for Shockwave provides RealAudio programming within a Macromedia Shockwave movie.

Installing RealPlayer Plus

It is strongly recommended that you use at least a 28.8 Kbps modem with RealPlayer Plus. A 14.4 Kbps modem limits your ability to access much of the higher-quality RealMedia content.

You can improve the playback quality of some content by enabling the PerfectPlay mode. Refer to “Playing Clips in PerfectPlay Mode” on page 27 for more information.

Windows 95 and Windows NT

System and hardware requirements:

- Windows 95 or Windows NT 3.51 or later
- CPU:

  Audio: 486 DX / 66 MHz minimum

  Video: Pentium / 75 MHz minimum
- RAM Requirements:

  Audio: at least 8 MB recommended

  Video: at least 16 MB recommended
- Minimum of 2 MB of free hard-disk space
- CD-ROM drive
- 14.4 Kbps modem (28.8 Kbps or faster connection for playing video)
- Web browser and Internet connection

When you insert the RealPlayer Plus CD-ROM into your CD-ROM drive, the installation starts automatically.

RealPlayer Plus is installed in the C:\REAL\PLAYPLUS directory, unless you specify otherwise. The installation also installs several system files into the C:\WINDOWS\SYSTEM directory of your hard drive.

Note: For a complete list of the files that are installed, refer to the readme.htm file found in the C:\REAL\PLAYPLUS directory after the player is installed.

If the installation does not start automatically, perform the following steps:

To manually install RealPlayer Plus:

1. Close any open applications or programs in Windows.
2. Insert the CD-ROM into your CD-ROM drive.
3. Click **Run** on the Start menu.
4. Enter **CD Drive:\setup.exe** and click the **OK** button. (For example: **D:\setup.exe**) The RealPlayer Plus installation begins. Follow the instructions in each of the screens that follow.
5. When the installation is complete, you receive a message about visiting the PlusZone, the exclusive web site for RealPlayer Plus users. For more information refer to "PlusZone" on page 10.

When the installation is complete, a shortcut for RealPlayer Plus is added to your Windows 95 or Windows NT desktop, and a RealPlayer Plus icon is added to your system tray.

Windows 3.1 and Windows 95 (using 16-bit Winsock)

System and hardware requirements:

- Windows 3.1 or later or Windows 95 (using 16-bit Winsock)
- A Windows-compatible sound card is recommended (but not required)
- CPU:

  Audio: 486 DX / 66 MHz minimum

  Video: Pentium / 75 MHz minimum
- RAM Requirements:

  Audio: at least 8 MB recommended

  Video: at least 16 MB recommended
- Minimum of 2 MB of free hard-disk space
- CD-ROM drive
- 14.4 Kbps modem (28.8 Kbps or faster connection for playing video)
- Web browser and Internet connection
- Windows display set to at least 256 colors
- Video for Windows 1.1.e installed for video playback (Windows 3.1 only). The RealPlayer Plus searches for Video for Windows during installation. If it is not found, you may download the Video For Windows package from Microsoft's web site (*http://www.microsoft.com*).

RealPlayer Plus is installed in the C:\REAL\PLAYPLUS directory, unless you specify otherwise. The installation also installs several system files into the C:\WINDOWS\SYSTEM directory of your hard drive.

Note: For a complete list of the files that are installed, refer to the readme.htm file found in the C:\REAL\PLAYPLUS directory after the player is installed.

To install RealPlayer Plus:

1. Close any open applications or programs in Windows.

2. Insert the CD-ROM into your CD-ROM drive.

3. Click **Run** from the Program Manager File menu in Windows 3.1 or from the Start menu in Windows 95.

4. Enter **CD Drive:\setup.exe** and click the **OK** button. (For example: **D:\setup.exe**) The RealPlayer Plus installation begins. Follow the instructions in each of the screens that follow.

5. When the installation is complete, you receive a message about visiting the PlusZone, the exclusive web site for RealPlayer Plus users. For more information refer to “PlusZone” on page 10.

When the installation is complete, a RealPlayer group is added to your Windows 3.1 Program Manager or Windows 95 Programs menu.

Macintosh

System and hardware requirements:

- Macintosh PowerPC
- RAM Requirements:

  Audio: at least 8 MB recommended

  Video: at least 16 MB recommended
- Minimum of 2 MB of free hard-disk space
- CD-ROM drive
- 14.4 Kbps modem (28.8 Kbps or faster connection for playing video)
- Web browser and Internet connection

RealPlayer Plus is installed in the RealPlayer Plus folder on the Desktop, unless you specify otherwise. The RealPlayer Plus installation also installs several files into the System Folder of your computer.

Note: For a complete list of the files that are installed, refer to the ReadMe file found in the RealPlayer Plus folder after the player is installed.

To install RealPlayer Plus:

1. Close any open applications or programs.
2. Insert the CD-ROM into your CD-ROM drive.
3. Double-click the **RealPlayer Plus** CD-ROM icon.
4. Double-click **RealPlayer Plus Installer**. The RealPlayer Plus installation begins. Follow the instructions in each of the screens that follow.
5. When the installation is complete, you receive a message about visiting the PlusZone, the exclusive web site for RealPlayer Plus users. For more information refer to “PlusZone” on page 10.

PlusZone

A one-stop, centralized Web site for product information, online offers, and premium content, the PlusZone lets Plus customers learn about the product and find out about cool offers.

When RealPlayer Plus is successfully installed, the following message appears:

RealPlayer Plus
Please visit the PlusZoneweb site to complete installation of the RealPlayer Plus.
Would you like to visit the PlusZonenow?
Yes
No
Please don't show this message again

Figure 1: Visit PlusZone message

To visit the PlusZone:

- Click the Yes button. Your default World Wide Web browser opens and welcomes you to the PlusZone. From here you can visit the PlusZone Web site where you view special online offers for RealPlayer Plus customers, get your RealPlayer Plus questions answered, and view the RealPlayer Plus tutorial.

  If you choose not to visit the PlusZone at this time, this message reappears the next time you open RealPlayer Plus. This enables you to visit at a later time. If you want to disable this message, check the **Please don't show this message again** box. If you want to access the PlusZone at a later time, you can do so by clicking the **customize your PlusZone page** link on the ReadMe.htm file in the same directory as the Player.

Note: If you upgrade or change your World Wide Web browser, open the ReadMe.htm file with your new browser and click the **customize your PlusZone page** link.

Overview of RealPlayer Plus

RealPlayer Plus enables you to listen and view files over the Internet or over a local area network in real-time, without downloading them to your hard drive. When you click a RealMedia link on a World Wide Web page, your RealPlayer Plus automatically opens and plays the file you have selected. In addition, you can pause, rewind, fast-forward, stop, and start the clip at the click of a button.

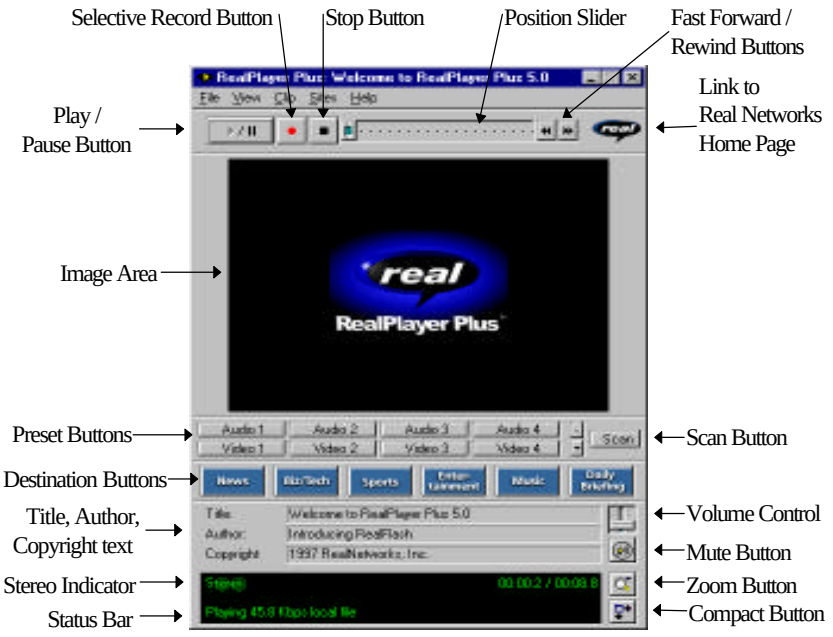

Figure 2: Overview of RealPlayer Plus for Windows 95 and NT

Section	Description
Play/Pause Button	Click the button to play or pause a clip, depending on the status of the clip.
Record Button	Click the button to record the clip currently being played. **Note:** Content providers control whether or not you may record a clip.
Stop Button	Click the button to stop the clip.
Position Slider	The slider moves as a clip is being played. You can fast forward or rewind to a different section of the clip by dragging the slider.
Fast Forward/Rewind Buttons	Click the button to fast forward the clip or the button to rewind the clip.
Link to the RealNetworks Home Page	If you are connected to the Internet, click the button to link to the RealNetworks Home Page.
Image Window	If you are playing a video clip, the image appears in this window.
Preset Buttons	You can set these buttons to automatically link to a specific site and play a RealMedia clip. The URL location and the label of the Preset buttons are customized on the Preset tab of the Preferences window. You can also set a Preset button to the current clip by clicking with the right mouse button (Windows) or clicking and holding (Macintosh) the Preset button, then selecting **Set Preset to (current clip).**

Section	Description
Scan Button	The Scan button allows you to scan available content, similar to scanning stations on your car radio. For additional selections, click with the right mouse button (Windows) or click and hold (Macintosh) the Scan button, a pop-up menu appears from which you can select to scan sports, news or music stations, or to scan your presets.
Destination Buttons	Click these buttons to go to the Destination web site where you can select premium content. The buttons are programmed to the content you select.
Title, Author and Copyright Text	The content provider specifies the text in these fields; they normally describe the clip being played.
Volume Control	The volume control indicates the volume at which the clip is being played. Increase the volume by dragging the control up, and decrease the volume by dragging the control down. **Note:** If your RealPlayer Plus does not have a volume control slider, it is because your sound card does not allow the Player to adjust the volume.
Mute Button	Click the button to silence the audio portion of the clip. The clip continues to play. Click this button again to hear the audio portion of the clip.
Status Bar	The status bar displays information about the player and the clip. For more information, refer to “Status Bar Icons” on page 15.

Section	Description
00:00.0/00:00.0	The elapsed time (the length of time that the clip has been playing) and the total time (the length of the entire clip). **Note:** When playing a live stream, Total Time value is replaced by the word `live`.
Status	This is a one-line informational display that gives the current status of the Player, explains menu options, and displays the assigned URL for each Preset button. For example: `Playing 19 Kbps local file`.
Zoom Button	Click the button to open a menu where you can choose to double the video image area, enlarge the image area to full screen (Windows 95 and NT only), or return the image area to original size. **Note:** If you are running RealPlayer on Windows 3.1 or Macintosh, simply click the button to double the image area. Click this button again to return the image area to the original size.
Compact Controls Button	Click the button to display a subset of the buttons. Click the button to display all of the controls.

Status Bar Icons

Section	Description
	Indicates the clip currently being played is in stereo.
	Indicates the clip currently being played is in mono.
	Green lightning bolt indicates some loss of playback quality due to quality of connection.
	Red lightning bolt indicates poor playback quality due to quality of connection.
	Indicates that RealPlayer Plus is buffering the stream.
	Indicates that the network is busy and the player is buffering more data.
	Indicates that RealPlayer Plus is recording the current file.
	Indicates that the current file cannot be recorded.

RealPlayer Plus Menus

RealPlayer Plus has five menus: File, View, Clip, Sites, and Help. These menus allow you to take full advantage of RealPlayer Plus features.

File Menu

Commands from the File menu allow you to play RealMedia files without using your World Wide Web browser to find files on the Internet, to enable PerfectPlay mode, and to exit RealPlayer Plus.

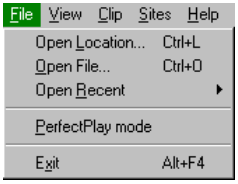

Figure 3: File menu

Menu Option	Description
Open Location…	Select this option to play RealMedia files through the Internet without using your World Wide Web browser. The Open Location dialog appears, enter the URL (Internet address) of an *.ra*, *.rm*, or *.ram* file.
Open File…	Select this option to play a local RealMedia file. When the Open File dialog appears, select an *.ra*, *.rm*, or *.ram* file stored on your computer.

Menu Option	Description
Open Recent	Select this option to view a list of recently played clips. You can select a clip from this list to play the clip again.
PerfectPlay Mode	Select this option to switch to PerfectPlay mode; a check mark appears next to the option. This mode enables you to improve the playback quality by increasing the amount of the clip that is buffered. The time it takes to buffer the clip will be slightly longer, but sound quality, especially with 14.4 and 28.8 Kbps modems, should be improved. To return to Regular mode, select this option again; the check mark is removed. You cannot use PerfectPlay mode with a live stream.
Close Window (Macintosh only)	Select this option to close a secondary window, such as the Connections Statistics window.
Exit/Quit	Select this option to exit RealPlayer Plus.

View Menu

Commands from the View menu allow you to control the appearance, to set user preferences, and view the performance of RealPlayer Plus.

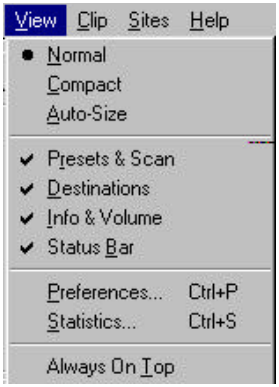

Figure 4: View menu

Menu Option	Description
Normal	Select this option to display all buttons and controls; a mark appears next to the option.
Compact	Select this option to display only the image area (if playing a RealVideo or Flash clip), a subset of the buttons and a reduced Status bar.
Auto-Size	Select this option to display only the image area (if playing a RealVideo or Flash clip) when the cursor is not over the RealPlayer Plus window; a mark appears next to the option. When the cursor is on the window, the Compact controls are displayed.

Menu Option	Description
Presets & Scan	Select this option to display the Preset and Scan buttons; a check mark appears next to the option. Select the option again to hide the buttons; the check mark is removed.
Destinations	Select this option to display the Destinations; a check mark appears next to the option. Select the option again to hide the bar; the check mark is removed.
Status Bar	Select this option to display the Status Bar; a check mark appears next to the option. Select the option again to hide the bar; the check mark is removed.
Info & Volume	Select this option to display the volume control, and the title, author, and copyright information for the clip; a check mark appears next to the option. Select the option again to hide the information; the check mark is removed.
Preferences…	Select this option to display the Preferences window for configuring RealPlayer Plus. For more information, refer to "Setting Preferences" on page 37. **Note:** This option is on the Edit menu in the Macintosh version of RealPlayer Plus.
Statistics…	Select this option to display the transmission quality information in the Connection Statistics dialog. The Connection Statistics dialog reports the performance of the Internet connection between RealServer and RealPlayer Plus. Refer to Figure 5 for an example of the Connection Statistics window. You can click the button to see additional connection information.

Menu Option	Description
Always on Top (Windows only)	Select this option to make RealPlayer Plus remain on top of all other windows, even when another window is active; a check mark appears next to the option. **Always on Top** is convenient for keeping RealPlayer Plus visible while you interact with your World Wide Web browser. Select this option again to allow other windows to open on top of RealPlayer Plus; the check mark is removed.

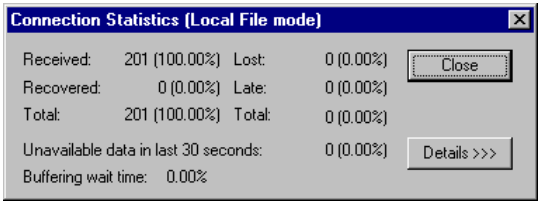
Connection Statistics (Local File mode)
Received: 201 (100.00%) Lost: 0 (0.00%)
Recovered: 0 (0.00%) Late: 0 (0.00%)
Total: 201 (100.00%) Total: 0 (0.00%)
Unavailable data in last 30 seconds: 0 (0.00%)
Buffering wait time: 0.00%
Close
Details >>>

Figure 5: Connection Statistics window

Clip Menu

Some RealMedia files can include several clips played one after the other. Commands from the Clip menu allow you to move between clips in a multi-clip RealMedia (*.ram*) file and when scanning. This scanning is similar to using seek buttons on a CD player. If there is only one clip at the link you are accessing, these options are not available.

Previous Clip and Next Clip are also available from the shortcut menu that appears when you right-click (Windows) or click and hold (Macintosh) the mouse button in RealPlayer Plus window.

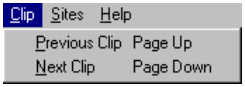

Figure 6: Clip menu

Menu Option	Description
Previous Clip	Select this option to play the previous clip in a multi-clip RealMedia (*.ram*) file or when scanning.
Next Clip	Select this option to play the next clip in a multi-clip RealMedia (*.ram*) file or when scanning.

Sites Menu

Commands from the Sites menu allow you to access various pages at the RealNetworks and Timecast World Wide Web sites. This feature works with popular World Wide Web browsers. If you are connected to the Internet, and your World Wide Web browser is not open, RealPlayer Plus opens it for you.

Note: You must be connected to the Internet to reach these sites.

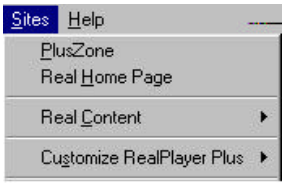

Figure 7: Sites menu

Menu Option	Description
PlusZone	Select this option to access the PlusZone – the one-stop centralized web site for product information and premium content.
Real Home Page	Select this option to access the RealNetworks Home Page.
Real Content	Select these options to access sites that feature RealMedia.
Timecast: Your RealMedia Guide	Timecast contains a list of World Wide Web sites providing RealMedia content.
MusicNet	MusicNet contains a directory of RealMedia happenings in the music world.

Menu Option	Description
LiveConcerts.com	LiveConcerts.com is the premier site for live music events broadcast on the Internet using RealMedia.
Film.com	Film.com provides an unprecedented collection of material on film for a world-wide audience, offering breadth and depth, and bringing together critics, writers and movie buffs everywhere.
DailyBriefing.com	DailyBriefing.com is where you build your own customized video and audio daily newscast, choosing from the best news, sports, business, technology, entertainment, and music programs on the Web.
Customize RealPlayer Plus	Select these options to customize your RealPlayer Plus content buttons.
Destinations Tutorial	Select this option to access a page where you can learn how to set your preset and destinations buttons.
Customize Daily Briefing	Select this option to access a page where you can customize your Daily Briefing button.
Customize Destinations	Select this option to access a page where you can customize your destination buttons.
Customize Presets	Select this option to access a page where you can customize your preset buttons.

Help Menu

Commands from the Help menu provide you with online help and information about RealPlayer Plus.

The latest support and technical information is available at:

http://service.real.com

Please refer to the enclosed Technical Support Card for more information on contacting RealNetworks Technical Support.

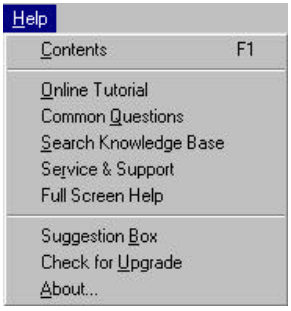

Figure 8: Help menu

Menu Option	Description
Contents	Select this option to open the online help for RealPlayer Plus. **Note:** The Macintosh version of RealPlayer Plus does not have online help.
Online Tutorial	Select this option to access the RealPlayer Plus tutorial, which describes the major features of the Player.

Menu Option	Description
Common Questions	Select this option to access the RealNetworks Frequently Asked Questions. You must be connected to the Internet for this option to work.
Search Knowledge Base	Select this option to access the RealNetworks Knowledge Base. You must be connected to the Internet for this option to work.
Service & Support	Select this option to access the RealNetworks main help page. You must be connected to the Internet for this option to work.
Full Screen Help (Windows 95 and NT only)	Select this option to access RealNetworks' Full Screen and DirectDraw information page.
Suggestion Box	Select this option to access the comments web page where you can enter suggestions or comments about the RealPlayer Plus.
Check for Upgrade	Select this option to query the RealNetworks web site for upgrade information. A dialog box tells you if there is an upgrade available.
About…	Select this option to display RealPlayer Plus version and copyright information. **Note:** This option is on the Apple menu in the Macintosh version of RealPlayer Plus.

Using RealPlayer Plus

Your RealPlayer Plus has several powerful features that allow you to make the most of the Internet.

Starting a Clip

There are several ways to start a RealMedia clip. Do one of the following:

- Click a RealMedia link on a World Wide Web page. Your World Wide Web browser opens RealPlayer Plus and the clip is streamed to RealPlayer Plus immediately. After storing a few seconds of the clip (buffering), the clip begins.
- Access a World Wide Web site or select an action (click a link, open an html page) that automatically plays a clip. Your World Wide Web browser opens RealPlayer Plus and the clip is streamed to RealPlayer Plus immediately. After storing a few seconds of the clip (buffering), the clip begins.
- Click one of the Preset buttons, or the

button on RealPlayer Plus. The clip is streamed to RealPlayer Plus immediately. After storing a few seconds of the clip (buffering), the clip begins.
- Click **Open File** or **Open Location** on the File menu on RealPlayer Plus. For more information, refer to “File Menu” on page 16.

Pausing a Clip

You can pause a clip while it is playing. If you pause a clip but do not resume playing after several minutes, the Server may terminate your connection. The length of time you can pause a clip without your connection terminating depends on the particular Server.

- Click the button. This pauses the clip. If you want to resume the clip at the same point it was paused, click the button.

Stopping a Clip

You can stop a clip while it is playing.

- Click the button. The clip stops playing. To play the clip again from the beginning, click the button.

Playing Clips in PerfectPlay Mode

PerfectPlay mode enables you to improve the playback quality by increasing the amount of the clip that is streamed to RealPlayer Plus before the clip begins playing. The time it takes to buffer the clip will be slightly longer, but playback quality, especially with 14.4 and 28.8 Kbps modems, should be improved.

You cannot use PerfectPlay mode with a live stream.

- Select **PerfectPlay Mode** from the File menu. Return to Regular mode by selecting this option again.

  Note: Content providers may control whether PerfectPlay mode is available for a specific clip.

Muting a Clip

You can mute a clip while it is playing. The clip continues to play but does not play the audio.

- Click the button. To hear the audio, click the button again.

Recording a Clip

You can record your favorite RealMedia clips for later playback from your computer. Keep in mind that not all content can be recorded. Content Providers control whether or not you may record a clip.

Note: If you attempt to record a clip that has this feature disabled, the icon appears in the Status bar of RealPlayer Plus.

To start recording a clip during playback:

1. Click the button. A Save As dialog box appears.
2. Select the filename and location on your computer where you want to save the file.
3. Click the **OK** button when you have finished entering the information. RealPlayer Plus begins recording. While RealPlayer Plus is recording, the icon appears in the Status Bar of RealPlayer Plus.

Some RealMedia clips are several files played one after the other. If you chose to save a clip that is a compilation of several clips, a new Save As dialog box appears at the beginning of each new clip.

Note: Content providers control whether or not you may record a clip. If you attempt to record a clip that has this feature disabled, the icon appears in the Status bar of RealPlayer Plus.

To set up recording a clip prior to playback:

1. Click the button.
2. Open the clip. A Save As dialog box appears.
3. Select the filename and location on your computer where you want to save the file.
4. Click the **OK** button when you have finished entering the information. RealPlayer Plus begins recording and playing the selected clip. While the clip is recording, the icon appears in the Status Bar of RealPlayer Plus.

Some RealMedia clips are several files played one after the other. If you chose to save a clip that is a compilation of several clips, a new Save As dialog box appears at the beginning of each new clip.

Note: Content providers control whether or not you may record a clip. If you attempt to record a clip that has this feature disabled, the icon appears in the Status Bar of RealPlayer Plus.

To stop recording:

- Click the button. RealPlayer Plus stops recording, but the clip continues to play.

To play a clip you recorded:

1. Select **Open File** from the File menu.
2. Select the *.ra*, *.rm*, or *.ram* file you recorded. RealPlayer Plus plays the file.

Changing the Size of the RealPlayer Plus Window

Do one of the following:

- Click the button to display the RealPlayer Plus in Compact view. This view displays a subset of buttons, a smaller status bar and the image window (if not playing an audio-only clip).
- From the View menu, select the appropriate option to modify the size of the RealPlayer Plus window.
  - **Normal** displays all the controls and buttons.
  - **Compact** displays a select group of buttons:

  - **Auto-Size** looks like Compact when playing an audio-only clip or when the cursor is over the window. For non audio-only clips, only an image window is displayed when the cursor is not over the window.

If the video or RealFlash clip won't fit on your RealPlayer screen using the current settings, RealPlayer will ask if you would like your settings changed automatically.

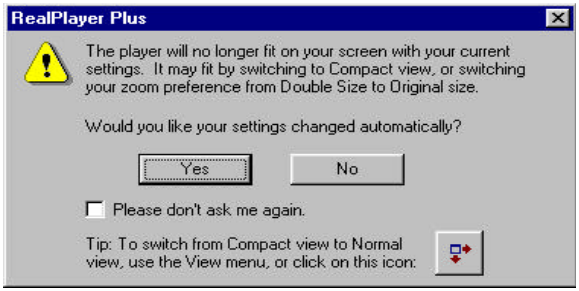
RealPlayer Plus
The player will no longer fit on your screen with your current settings. It may fit by switching to Compact view, or switching your zoom preference from Double Size to Original size.
Would you like your settings changed automatically?
Yes
No
Please don't ask me again.
Tip: To switch from Compact view to Normal view, use the View menu, or click on this icon:

Figure 9: Change Current Settings Window

- Select **Yes** if you want RealPlayer to automatically change your settings.
- Select **No** if you don't want RealPlayer to automatically change your settings.
- If you want RealPlayer to always resize in this situation, select **Please don't ask me again**, and then select **Yes**.
- If you don't want RealPlayer to offer this option, select **Please don't ask me again**, and then select **No.**

Changing the Size of the Image Area

You can enlarge the size of a video or RealFlash clip image to double size. In addition, you can enlarge the size of a video clip image to full screen size (Windows 95 and NT only). However, these features increase the processing time required for playback. If your playback quality decreases or if your machine seems overloaded, you should return the clip image back to original size.

Note: In order to use the Full Screen feature, you must have Microsoft DirectX Tools with DirectDraw, and recent video drivers, installed on your machine. For information on downloading and installing the most recent version from Microsoft's web site, refer to "Troubleshooting" on page 55, or select **Full Screen Help** from the RealPlayer Help menu.

Before you can use the Full Screen feature, the Player will ask you to run a short test to see if your DirectX and video drivers are functioning properly. The test involves switching into Full Screen mode for 5 seconds. Then, you are asked to confirm whether you saw the RealPlayer logo in Full Screen mode. If yes, then the Player resumes the clip, switches to Full Screen mode, and you will not be asked to run the test in the future. If no, then you are asked if you would like to refer to RealNetworks' Full Screen and DirectDraw information page.

To increase the image area to double size:

1. Click the button.
2. Select the **Double Size** option from the menu.

To return to original size from double size:

1. Click the button.
2. Select the **Original Size** option.

Note: If you are running RealPlayer with Windows 3.1 or Macintosh, simply click the button to double the image area. Click it again to return the video clip to original size.

To increase the image area for video clips to full screen (Windows 95 and NT only):

1. Click the button.
2. Select the **Full Screen** option from the menu. The image will cover your screen entirely. Click anywhere on the screen to return to original size.

Setting a Preset Button

Preset buttons allow you to quickly jump to a RealMedia Internet address, much like the buttons on a radio jump to preset radio stations.

To set a Preset Button to the clip currently being played:

1. In the RealPlayer window, right-click the Preset button you want to set to the current clip and select **Set Preset to (current clip)**.
2. Type in a **Preset Label** for the Preset button and click **OK**.

To set a Preset button manually:

1. Choose the **Preferences** option from the **View** menu.
2. Choose the **Presets** tab.
3. Type in the full **URL** (Internet address) of the site for the Preset button.
4. You can also enter text for the **Label** of the Preset button.

To clear a Preset button:

- In the RealPlayer window, right-click the Preset button you want to clear and select **Clear Preset**.

To edit a Preset button:

- In the RealPlayer window, right-click the Preset button you want to edit and select **Edit Preset Button.** Type in any text changes to the **URL** or **Label.**

Selecting a Preset Button

To select a Preset button:

- Click the appropriate Preset button. RealPlayer Plus connects to the corresponding site and begins playing the clip.

To view other rows of Preset buttons:

- Click the up or down arrow next to the rows of presets to cycle through the preset rows.

Scanning RealMedia Content

The Scan feature allows you to sample RealMedia stations, similar to scanning stations on a radio. It plays each station for the amount of time specified on the Presets tab of the Preferences window and then continues to the next station.

To begin scanning stations:

- To scan a variety of available stations: click the Scan button. RealPlayer Plus scans and plays the next station. It plays the station for the amount of time specified on the Presets tab of the Preferences window and then continues to the next station.
- To select a category of stations: right-click (Windows) or click and hold (Macintosh) the Scan button. A pop-up menu appears, where you can select the category (for example: news, music, sports, international) or you can select to scan your Preset buttons. RealPlayer Plus scans for the next station that matches the category you selected.

To stop scanning when you find a station you like:

- Click the Scan button again.

To set a Preset button to the station currently being played:

- Right-click (Windows) or click and hold (Macintosh) on the Preset button you want to set to the current station and select **Set Preset**.

To return to a previous station:

- Select **Previous Clip** from the Clip menu or press PAGE UP (on Windows) / CMD-1 (on Macintosh).

To skip to the next station:

- Select **Next Clip** from the Clip menu or press PAGE DOWN (on Windows) / CMD-2 (on Macintosh).

To stop scanning and stop listening to the current station:

- Click the ■ button.

Setting Your Destination Buttons

Your RealPlayer Plus comes with six buttons that you can customize to access premium content with a push of a button.

To customize the Destination buttons:

- Click one of the buttons. RealPlayer Plus opens your default browser to the Customize Destination Buttons page where you can select specific content that you like. The buttons on your Player will then provide access to that content. Follow the directions on that web page.

To play Destination buttons content:

- Click the appropriate button. RealPlayer Plus plays the associated file.

Setting Preferences

You can customize RealPlayer Plus by changing the settings in the Preferences window (opened from the View menu). The Preferences control various aspects of RealPlayer applications functionality such as the number of clips to remember, network information, and proxy information. These preferences apply to all applications using RealPlayer technology.

Note: Macintosh preferences look slightly different, but the categories are the same.

General Preferences

The General tab in the Preferences window contains preferences for the number of clips saved on the Open Recent menu, Synchronized Multimedia support, and PerfectPlay mode.

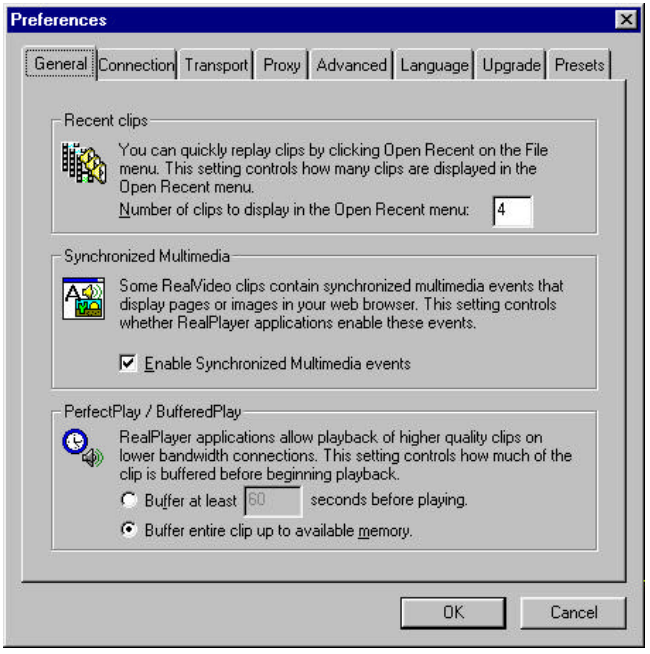
Preferences
General
Connection
Transport
Proxy
Advanced
Language
Upgrade
Presets
Recent clips
You can quickly replay clips by clicking Open Recent on the File menu. This setting controls how many clips are displayed in the Open Recent menu.
Number of clips to display in the Open Recent menu:
4
Synchronized Multimedia
Some RealVideo clips contain synchronized multimedia events that display pages or images in your web browser. This setting controls whether RealPlayer applications enable these events.
Enable Synchronized Multimedia events
PerfectPlay / BufferedPlay
RealPlayer applications allow playback of higher quality clips on lower bandwidth connections. This setting controls how much of the clip is buffered before beginning playback.
Buffer at least
60
seconds before playing.
Buffer entire clip up to available memory.
OK
Cancel

Figure 10: General tab in the Preferences window

Field	Description
Recent Clips	You can quickly replay clips by clicking Open Recent under the File menu. This setting controls how many clips are displayed in Open Recent.
Synchronized Multimedia	Some RealMedia clips contain synchronized multimedia events that display pages or images in your Web browser. This setting controls whether RealPlayer applications enable these events.
PerfectPlay/BufferedPlay	RealPlayer Plus allows playback of higher quality clips on lower bandwidth connections with the PerfectPlay feature. This setting controls how much of the clip is buffered before beginning playback.

Connection Preferences

The Connection tab in the Preferences window contains information about your bandwidth, statistics, and network timeout.

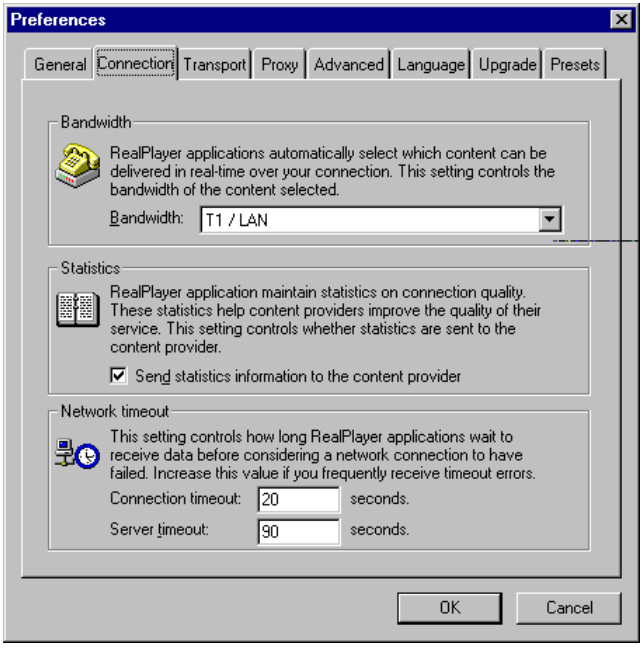
Preferences
General
Connection
Transport
Proxy
Advanced
Language
Upgrade
Presets
Bandwidth
RealPlayer applications automatically select which content can be delivered in real-time over your connection. This setting controls the bandwidth of the content selected.
Bandwidth:
T1 / LAN
Statistics
RealPlayer application maintain statistics on connection quality. These statistics help content providers improve the quality of their service. This setting controls whether statistics are sent to the content provider.
Send statistics information to the content provider
Network timeout
This setting controls how long RealPlayer applications wait to receive data before considering a network connection to have failed. Increase this value if you frequently receive timeout errors.
Connection timeout:
20
seconds.
Server timeout:
90
seconds.
OK
Cancel

Figure 11: Connection tab in the Preferences window

Field	Description
Bandwidth	RealPlayer Plus automatically selects which content can be delivered in real-time over your connection. This setting controls the bandwidth of the content selected.
Statistics	RealPlayer Plus maintains statistics on connection quality. These statistics help content providers improve the quality of their service. This setting controls whether statistics are sent to the content provider. **Note:** RealPlayer Plus does not send the content provider any information about your identity (such as your name or e-mail address).
Network Timeout	These settings control how long RealPlayer Plus waits to receive data before considering a network connection to have failed. Increase the values if you frequently receive timeout errors. Connection Timeout: This is the amount of time RealPlayer Plus will try a particular transport protocol. Server Timeout: This is the amount of time RealPlayer Plus will try to connect to a server.

Transport Preferences

The Transport tab in the Preferences window allows you to customize your network connection for RealPlayer Plus. These preferences are for users behind a corporate firewall. Most likely, if you are connecting to the Internet through a commercial Internet Service Provider (such as AOL or MSN), you do not have to set any of these preferences.

The Transport preferences assume a basic knowledge of Internet protocols and firewalls. For more information about firewalls, refer to our World Wide Web site at *http://www.real.com/help/firewall/index.html*.

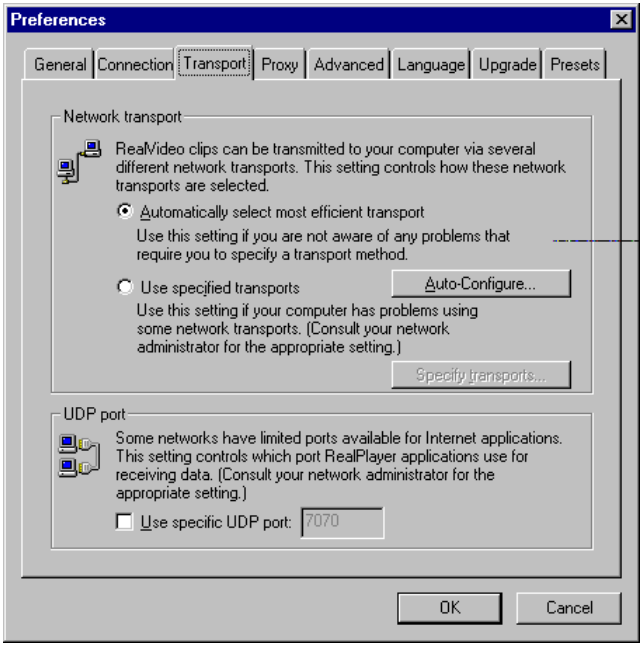
Preferences
General
Connection
Transport
Proxy
Advanced
Language
Upgrade
Presets
Network transport
RealVideo clips can be transmitted to your computer via several different network transports. This setting controls how these network transports are selected.
Automatically select most efficient transport
Use this setting if you are not aware of any problems that require you to specify a transport method.
Use specified transports
Auto-Configure...
Use this setting if your computer has problems using some network transports. (Consult your network administrator for the appropriate setting.)
Specify transports...
UDP port
Some networks have limited ports available for Internet applications. This setting controls which port RealPlayer applications use for receiving data. (Consult your network administrator for the appropriate setting.)
Use specific UDP port:
7070
OK
Cancel

Figure 12: Transport tab in the Preferences window

Field	Description
Network Transport	RealMedia clips can be transmitted to your computer through several different network transport protocols. This setting controls how these network transport protocols are selected.
Automatically select most efficient transport	Use this setting if you are not aware of any problems that require you to specify a transport method. Click the **Auto Configure** button to have RealPlayer Plus automatically configure itself to use the most efficient mode of transport for your connection.
Use specified transports	Use this setting if your computer has problems using some network transports. Consult your network administrator for the appropriate setting. Click the **Specify Transports** button to access the Specify Transport Settings window.
UDP Port	Some networks have limited ports available for Internet applications. This setting controls which port RealPlayer applications use for receiving data. Consult your network administrator for the appropriate setting. **Note:** This setting does not affect TCP packets that can be received only through Port 7070.

Specify Transports Window

The Specify Transports window allows you to select the different modes of network transports that you can receive. Consult your network administrator for the appropriate setting.

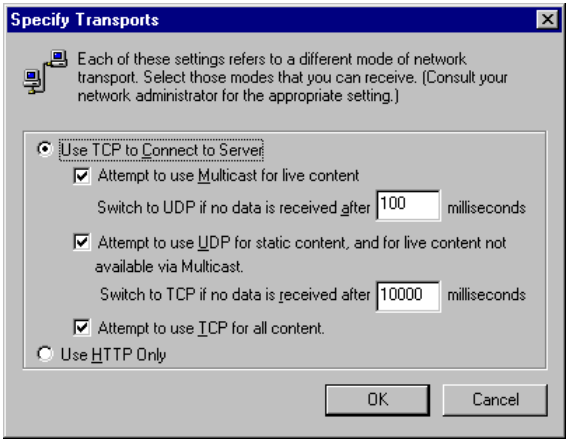
Specify Transports
Each of these settings refers to a different mode of network transport. Select those modes that you can receive. [Consult your network administrator for the appropriate setting.]
Use TCP to Connect to Server
Attempt to use Multicast for live content
Switch to UDP if no data is received after 100 milliseconds
Attempt to use UDP for static content, and for live content not available via Multicast.
Switch to TCP if no data is received after 10000 milliseconds
Attempt to use TCP for all content.
Use HTTP Only
OK
Cancel

Figure 13: Specify Transports window

Field	Description
Use TCP to Connect to Server	Select this option if you want RealPlayer Plus to use TCP for the initial connection to RealServer.
Attempt to use Multicast for live content	Select this option if you want RealPlayer Plus to attempt to receive live content through multicast. If you select this option, indicate how many milliseconds the Player should attempt to use this type of transport before switching to UDP.

Field	Description
Attempt to use UDP for static content and for live content not available via Multicast	Select this option if you want RealPlayer Plus to attempt to use UDP for static content and live content not available through multicast. If you select this option, indicate how many milliseconds the Player should attempt to use this type of transport before switching to TCP.
Attempt to use TCP for all content	Select this option if you want RealPlayer Plus to use TCP for all content.
Use HTTP Only	Select this option if you are behind a firewall and cannot receive data through TCP. All data will be streamed through HTTP. **Note:** You may not be able to receive some content if you select this option.

Proxy Preferences

A proxy is a server that acts as an intermediary between a company's protected LAN and the Internet. The proxy server ensures that all data transmission between the Internet and a user on the LAN is authorized. RealPlayer Plus can be configured to work with proxy servers by setting the proxy preferences.

During the RealPlayer Plus installation, the Setup program looks for HTTP proxy information in your browser's preferences. If it finds proxy information, it displays this window with the information it found. You can verify that it is correct or modify it as necessary.

Note: For more information about proxies and firewalls, refer to our World Wide Web site at *http://www.real.com/help/firewall/index.html.*

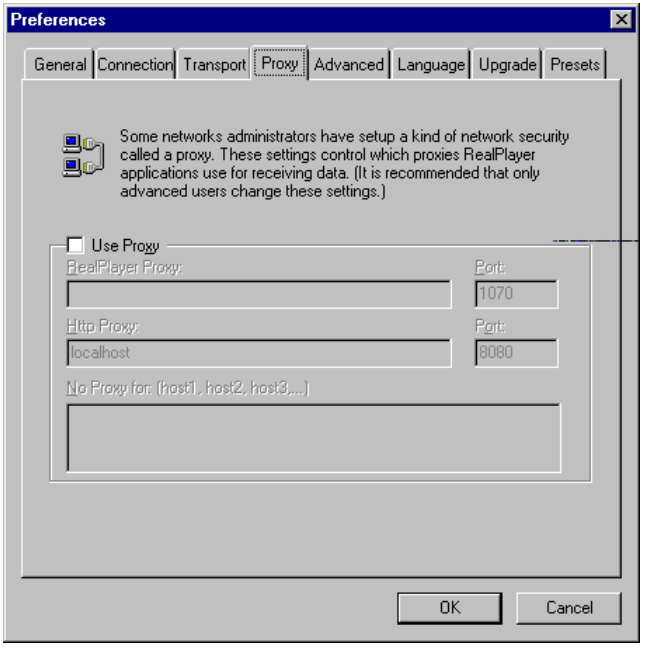

Figure 14: Proxy tab in the Preferences window

Field	Description
Use Proxy	Click this box if RealPlayer Plus should connect to the Server using a proxy; a check mark appears in the field. Otherwise, do not click this box. **Note:** If you are behind a firewall and do not know the host name or port number of your proxy server, ask your system administrator.
RealPlayer Proxy	Enter the domain name or IP address of the RealPlayer Plus proxy server and port number that RealPlayer Plus should use to communicate with the proxy server. **Note:** For information on RealPlayer Proxy, read *http://www.real.com/help/firewall/index.html*
HTTP Proxy	Enter the domain name or IP address of the HTTP proxy server and port number that RealPlayer Plus should use to communicate with the proxy server. Check your World Wide Web browser's proxy configuration.
No Proxy for: [Host1, Host2…]	If you have specified that RealPlayer Plus should be connected to the Server using a proxy, you can specify certain servers that are inside your corporate firewall (domain names or IP addresses) with which you do not need to communicate using the proxy server. Enter these hosts in this field. This field is available only if you have enabled the Use Proxy option. Your system administrator can provide you with this information, if appropriate.

Advanced Preferences

Options on the Advanced tab of the Preferences window override RealPlayer defaults for sound card compatibility, for CPU and memory requirements, for Zoom specifications, and for system tray use.

Note: RealPlayer Plus for Windows 3.1 does not have a Zoom specifications option or System Tray option. RealPlayer Plus for Macintosh does not have a System Tray option or Sound Card Compatibility option.

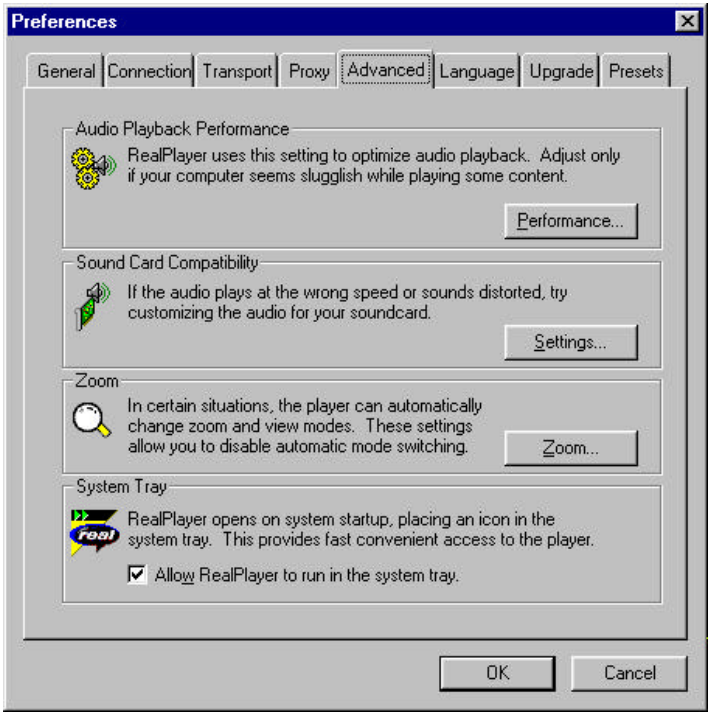
Preferences
General
Connection
Transport
Proxy
Advanced
Language
Upgrade
Presets
Audio Playback Performance
RealPlayer uses this setting to optimize audio playback. Adjust only if your computer seems sluggish while playing some content.
Performance...
Sound Card Compatibility
If the audio plays at the wrong speed or sounds distorted, try customizing the audio for your soundcard.
Settings...
Zoom
In certain situations, the player can automatically change zoom and view modes. These settings allow you to disable automatic mode switching.
Zoom...
System Tray
RealPlayer opens on system startup, placing an icon in the system tray. This provides fast convenient access to the player.
Allow RealPlayer to run in the system tray.
OK
Cancel

Figure 15: Advanced tab in the Preferences window

Field	Description
Audio Playback Performance	RealPlayer applications use this setting to optimize the performance of clip playback. Change this performance setting only if your computer seems sluggish or has problems while playing some audio content.
Sound Card Compatibility (Windows only)	Modify sound card settings to overcome audio problems.
Disable 16-bit sound (use 8-bit only)	Use this setting if you have an older sound card and clips sound scratchy or distorted.
Disable custom sampling rates	Use this setting if clips play at the wrong speed or sound scratchy or distorted. (Requires a floating point coprocessor.)
Zoom (not available in Windows 3.1)	Click the **Zoom** button to open a window where you can select Zoom specifications. Refer to Figure 16 for an example of the Zoom window.
System Tray (Windows 95 and NT only)	Select this option if you want RealPlayer Plus to stay resident on your system, creating an icon in your system tray. With this option selected, you will be able to quickly access RealPlayer Plus. By default, this option is selected.

Zoom
Content providers can specify a zoom mode, causing the Player to zoom to a larger size automatically.
Allow content providers to specify zoom mode.
When a clip will not fit on your screen, you will be asked if you want to automatically resize your player (default is "Yes"). If you choose not to be asked again, the player will always do what you last told it to do in this situation.
Never prompt when content will not fit on screen.
OK
Cancel

Figure 16: Zoom window

Field	Description
Allow content providers to specify zoom mode.	Content providers can specify a Zoom mode, causing the Player to zoom to a larger size automatically. Select this option if you want content providers to specify zoom mode. By default, this option is selected.
Never prompt when content will not fit on screen.	When a clip will not fit on your screen, RealPlayer will ask if you want to automatically resize your window. Select this option if you don't want RealPlayer to prompt you when content will not fit on your screen using the current settings. For more information, refer to "Changing the Size of the RealPlayer Window" on page 30, and Figure 9, "Change Current Settings Window," on page 31.

Language Preferences

The setting on the Language tab of the Preferences window determines the language used within RealPlayer Plus.

Note: RealPlayer Plus for the Macintosh does not have a Language Preferences option.

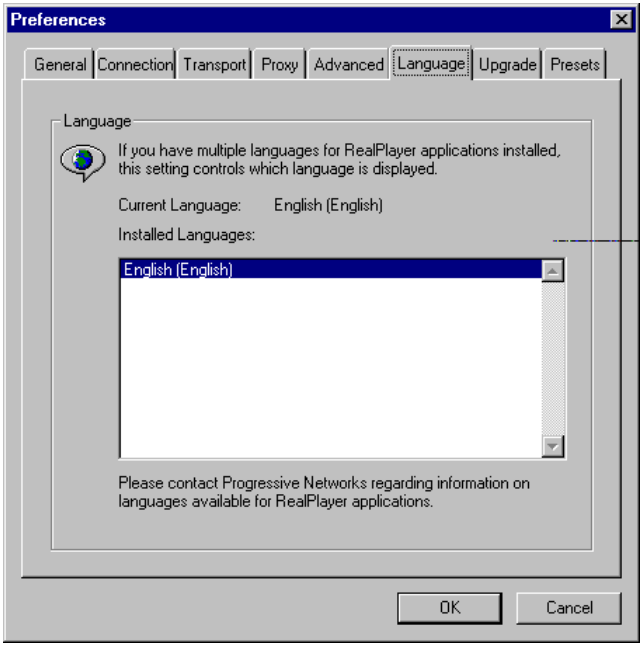

Figure 17: Language tab in the Preferences window

Field	Description
Current Language	This field displays the language being used within RealPlayer Plus.
Installed Languages	Select the language you want to use within RealPlayer Plus. **Note:** Please contact RealNetworks regarding information on languages available for RealPlayer Plus.

Upgrade Preferences

The setting on the Upgrade tab of the Preferences window determines if the RealPlayer Plus checks for the availability of newer version of the Player.

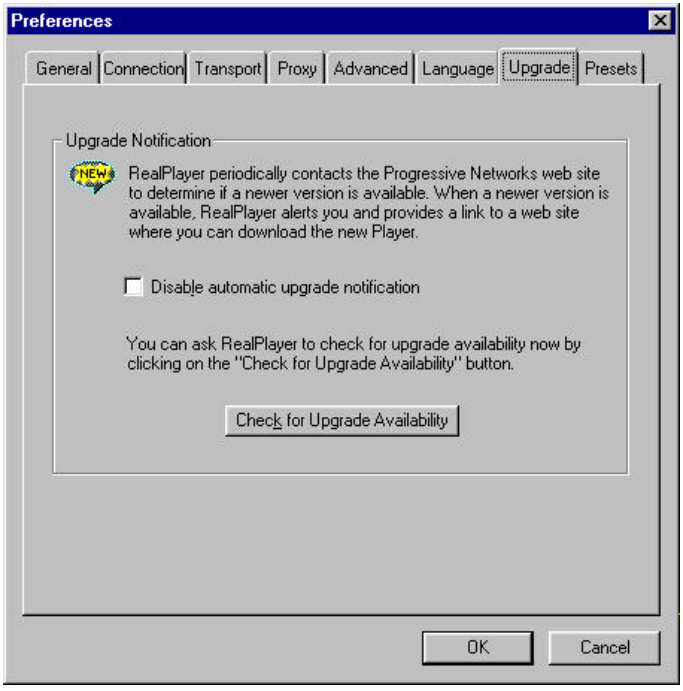
Preferences
General
Connection
Transport
Proxy
Advanced
Language
Upgrade
Presets
Upgrade Notification
NEW
RealPlayer periodically contacts the Progressive Networks web site to determine if a newer version is available. When a newer version is available, RealPlayer alerts you and provides a link to a web site where you can download the new Player.
Disable automatic upgrade notification
You can ask RealPlayer to check for upgrade availability now by clicking on the "Check for Upgrade Availability" button.
Check for Upgrade Availability
OK
Cancel

Figure 18: Upgrade tab in the Preferences window

Field	Description
Upgrade Notification	RealPlayer Plus periodically contacts the RealNetworks Web site to determine if a newer version is available. When a newer version is available, RealPlayer Plus alerts you and provides a link to a Web site where you can download the new version. If you do not want RealPlayer Plus to check for upgrades, check the **Disable Automatic Upgrade Notification** button.
Check for Upgrade Availability	Click this button to check for any available RealPlayer Plus upgrades.

Presets Preferences

Using the Presets tab of the Preferences window, you can modify the label of the Preset buttons and the URL corresponding to that Preset button. You can also set the length of time each clip is played when you scan.

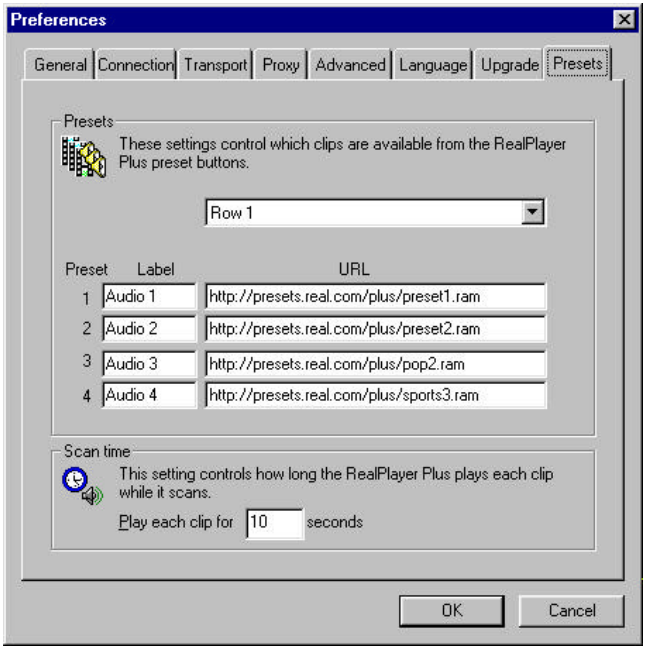

Figure 19: Presets tab in the Preferences window

Field	Description
Label	Enter the text you want to appear as the label of this Preset button.
URL	Enter the URL (Internet address) you want to play when this Preset button is clicked. You must enter the full URL. For example: *http://presets.real.com/plus/pop1.ram*
Scan Time	This setting controls how long RealPlayer Plus plays each clip as it scans.

Troubleshooting

The following are some common questions about RealPlayer Plus and recommended solutions.

Player Plus specific information, a technical knowledge base, frequently asked questions list, and technical library are available from the PlusZone at:

http://pluszone.real.com/

For the latest information on RealMedia products, visit the RealNetworks home page at:

http://www.real.com

Please refer to the enclosed Technical Support Card for more information on contacting RealNetworks Technical Support.

I installed Internet Explorer after installing RealPlayer Plus and lost my RealPlayer Plus. What do I do?

Microsoft Internet Explorer installs the RealAudio Player during its installation. This may overwrite your RealPlayer Plus. If this occurs, you need to re-install RealPlayer Plus after installing Internet Explorer.

How do I get Full Screen to work?

The Full Screen option is available for Windows 95 and Windows NT users only. If you are using one of these operating systems and still have problems with Full Screen (e.g. only a black screen appears), make sure that you have the following installed on your machine:

- **Microsoft DirectX Tools with DirectDraw**

You can download the most recent version and installation instructions from RealNetworks' DirectDraw support page (*http://service.real.com/fullscreen/default.html*). When you install DirectX, you must choose to upgrade your video drivers. You may lose old functionality of your drivers, however.

- **Updated video drivers**

  You can find these either from the company that manufactured your video card or from RealNetworks' DirectDraw support page (*http://service.real.com/fullscreen/default.html*). If you update your video drivers, you may lose old functionality of your drivers.

Why doesn't my RealPlayer Plus have a Volume Control slider?

If the sound card installed in your computer does not support volume control, the Volume Control slider does not appear on RealPlayer Plus.

How do I configure my browser to support RealMedia files?

With most browsers, RealPlayer Plus installation configures the browser. If you change your browser and it stops recognizing RealMedia files, reinstall RealPlayer Plus. To manually configure your World Wide Web browser, refer to the following page:

http://service.real.com/help/faq/index.html

Why can't I record from some sites?

Content providers control whether or not you may record a clip. If you attempt to record a clip that has this feature disabled, the icon appears in the Status Bar of RealPlayer Plus.

Why can't I play clips on my computer at work?

If you're on a local area network which is attached to the Internet, and are unable to play RealMedia files from remote Web sites, it's possible that your company's firewall is preventing the stream from reaching you. Users can receive live and on-demand clips from the Internet without exposing their company's network to security risks.

If your computer is behind a firewall, please see RealNetworks' firewall page for more information: *http://www.real.com/help/firewall/index.html*

What's wrong when the playback is poor?

The expected playback quality will vary depending on bandwidth and the encoding algorithm you are playing. If the quality is garbled, choppy, or skips, use the following to isolate and correct the problem.

If the sound quality was poor when the **Thankyou.rm** file played at the end of the RealPlayer Plus installation, you may have a sound card conflict. Try changing the settings on the Advanced tab in the Preferences window. Refer to "Advanced Preferences" on page 48.

If the playback quality was good when the **Thankyou.rm** file played at the end of the RealPlayer Plus installation, but is poor at a particular site, use the Connection Statistics window in RealPlayer Plus (select **Statistics** from the **View** menu) to check for lost packets. If the packet loss is high, it may be due to a busy network. Select **PerfectPlay Mode** from the **File** menu or connect to the site at a later time.

If the playback quality was good when the **Thankyou.rm** file played at the end of the RealPlayer Plus installation, but is poor at all sites, complete the following steps.

If the playback quality is poor on every site, do the following:

1. Check the actual modem connection speed. This may be shown in the lighted display for external modems, or through an information window if you have an internal modem (check the user manual for your modem). Sometimes service providers use a lower rate connection speed such as

14.4 Kbps, so even though you are dialing in on a 28.8 Kbps modem, you are only receiving data at 14.4 Kbps.

2. Contact RealNetworks' Technical Support by calling the support number on your Technical Support Card or sending e-mail using the form on *http://service.real.com.*

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